

Customer Complaints

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Introduction and Scope

1. The purpose of this procedure is to describe how JTL records the receipt of a formal complaint and what action shall be taken following the receipt of such a complaint. The requirements of this procedure shall apply irrespective of the source of the complaint except that in all cases the complainant must be identifiable.

Customer Complaints

2. The complaint could be received in the form of a letter, email or verbally by telephone or face to face. Where the complaint is received verbally the complainant shall be asked to confirm the complaint in writing. Following the receipt of a complaint the recipient of the complaint shall forward a copy to the JTL Head of Quality Assurance and Audit. The JTL Head of Quality Assurance and Audit shall ensure an initial acknowledgement of a complaint (to the complainant) is made within 5 working days.

3. The JTL Head of Quality Assurance and Audit shall liaise with the relevant regional/departmental manager to review the complaint, agree investigation steps and subsequently any corrective/preventive actions needed and timescales.

4. Once the investigation has been completed and any corrective/preventative actions agreed the JTL Head of Quality Assurance and Audit will ensure that the outcome of the complaint investigation and any action(s) is communicated to the complainant.

5. A complaints register will be maintained (JTL707), any correspondence/documentation related to the complaint should be forwarded to the JTL Head of Quality Assurance and Audit to be held in the company complaints file. The JTL Head of Quality Assurance and Audit will maintain the complaints file and register on behalf of the JTL Executive Management Team.

Completion

6. Once all the corrective and preventive actions, including any impacts on other learners and/or employers have been completed then the complaint will be closed. The JTL Head of Quality Assurance and Audit will then record the "close out" of the complaint on the Customer Complaints Register (JTL707).

Review

7. On an ongoing basis the JTL Head of Quality Assurance and Audit will review the progress and resolution of "open" complaints to ensure adequate and timely action is being taken.

8. At regular intervals the JTL Head of Quality Assurance and Audit will report on Customer Complaints to the JTL Executive Management Team and JTL Board of Trustees.